

**TECHNOLOGY COORDINATION OFFICE**  
**Review and Opinion Regarding the Proposed Software Upgrades for PBX Switches**  
**Located at the Health Department, East Administration, the Justice Center, and the**  
**IT Backup Center Sites**  
**September 22, 2009**

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**Cost Summary:**

Shelby County Justice Center (201 Poplar)  
Health Department (814 Jefferson)  
East Administration (1075 Mullins Station)  
Disaster Recovery Bldg (Haley Road)

***TOTAL***

**O&M**  
**\$26,329.28**  
**\$15,411.73**  
**\$35,511.88**  
**\$17,398.90**  
**\$94,651.79**

**2010 Budget Impact**  
**Budgeted?**

**YES**

*(NOTE: This expenditure takes the form of an addendum to the Master Agreement with AT&T, originally approved for \$1,360,906.72 in 2007. Subsequent to the initial contract execution, 3 separate upgrade requests have been approved for a cumulative total of \$234,315.69. Assuming approval of the current request, the contract value will total \$1,689,874.40.)*

**PROPOSED VENDOR:** AT&T

**OVERVIEW:**

During calendar year 2007, the Shelby County Central Information Technology Department completed the installation / upgrade of four primary telephony (PBX) switches. These switches were upgraded to a common Nortel platform with similar capabilities and technical specifications. Those switches are located at the Health Department (814 Jefferson), East Administration (1075 Mullins Station), the Justice Center (201 Poplar) and a Disaster Recovery site (6470 Haley Road). As part of the strategic plan for an integrated telecommunications infrastructure serving the Shelby County government, those switches now require updated hardware (six servers) and software upgrades to avoid lapse of vendor support and to comply with Software Release Service agreements.

**OPINION: RECOMMENDED**

**BUSINESS NEED**

The proposed software upgrades will uniformly move the four PBX's to Succession 6.0 as well as upgrade the Telephony Manager software. In large measure, the upgrades are operationally justified to enable Shelby County to take opportunistic advantage of grant funding. The County will receive \$304,770 from the 2009 Recovery Justice Assistance Grant in late October, 2009 for the designated purpose of implementing Predictive Dialing capabilities. Predictive dialing tools enable rapid and high-productivity communications that can be utilized by law enforcement, the Courts systems, Community Services and the citizenry.

The Succession upgrade referred to above is necessary to support another upgrade, Contact Center 7.0, which, in turn, is required for Predictive Dialing.

**VALUE FOR THE FINANCIAL OUTLAY**

Much of the software is at no charge because it is covered by the County's existing Nortel agreements. The bulk of the proposed expenditure is for replacing obsolete server equipment and the labor charges involved in pre-staging the upgrades and weekend/overnight installations to avoid service disruptions. The Technology Coordination Office (TCO) deems the costs reasonable and competitive.

**DUE DILIGENCE**

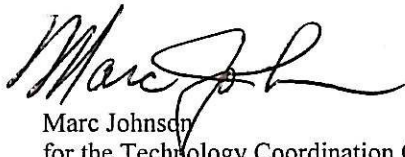
Central IT has committed to closely monitoring the new installation to ensure all the work is performed as specified.

**STRATEGIC FIT**

These primary switches are the backbone of the Shelby County telecommunications and also will play a central role in the long range Shelby County technology plan for a unified telecommunications infrastructure. It is therefore critical that these switches be maintained as close as possible to current software release levels.

**INFORMATION SECURITY CONSIDERATIONS**

No risks foreseen.

A handwritten signature in black ink, appearing to read "Marc Johnson", is positioned above the printed name.

Marc Johnson  
for the Technology Coordination Office